

**Provider Access**

#

1000/mm

No access: location, closed panel, selection, no par prvdr in area, etc.		
PCP	2	0.001049318
Specialist	2	0.001049318
Hospital		0
<b>Delayed access/wit time to appt</b>		
PCP	8	0.004197272
Specialist	3	0.001573977
DME	1	
<b>Total</b>	<b>16</b>	<b>0.008394544</b>

Reporting Period

04/01/2012-  
06/30/2012

Program:

**HUSKY**

Total MM

**1,906,318**

Total of Grievances

**152****Quality of Provider Services**

#

1000/mm

Provider conduct/professionalism (clinician or staff)		0
Condition of Office/Facility	2	0.001049318
Inappropriate Care	94	0.049317943
Bias	16	0.008394544
DME	1	0.000524659
Assistance With Specialist Referral		0
Handicap		0
<b>Total</b>	<b>113</b>	<b>0.059286464</b>

**Quality of ASO Services**

#

1000/mm

Quality of ASO Customer Service		0
Member Materials		0
Interpreter Services (Lack of Quality)		0
Quality of Health Services Staff (ICM)	2	0.001049318
Provider Search Engine Information		0
<b>Total</b>	<b>2</b>	<b>0.001049318</b>

**Financial**

#

1000/mm

Member Billed	10	0.00524659
Cost share		0
COB Commerical - Not Medicare	1	0.000524659
Premium		0
<b>Total</b>	<b>11</b>	<b>0.005771249</b>

**Other**

#

/1000MM

Fraud -Member	10	0.00524659
Fraud -Provider		0
Pharmacy		0
Dental		0
Behavioral Health		0
Transportation(NEMT)		0
Other		0
<b>Total</b>	<b>10</b>	<b>0.00524659</b>

**Total of Grievances****152****0.079748164**

04/01/2012-  
06/30/2012

Provider Access	#	/1000MM
No access: location, closed panel, selection, no par prvdr in area, etc.		
PCP	1	0.05263
Specialist		0
Hospital		0
Delayed access/wait time to appointment		
PCP		0
Specialist	2	0.10526
Hospital		0
Total	3	0.15789

Reporting Period

Program:

Charter Oak

Total MM

19,925

Total of Grievances

20

Quality of Provider Services	#	/1000MM
Provider conduct/professionalism (clinician or staff)		0
Condition of Office/Facility		0
Inappropriate Care	6	0.31579
Bias		0
Cultural		0
Assistance With Specialist Referral		0
Handicap		0
Total	6	0.31579

Quality of ASO Services	#	/1000MM
Quality of ASO Customer Service		0
Member Materials		0
Interpreter Services (Lack of Quality)		0
ICM		0
Provider Search Engine Information		0
Total	0	0

Financial	#	/1000MM
Member Billed	6	0.31579
Cost share	5	0.26316
Premium		0
Total	11	0.57895

Other	#	/1000MM
Fraud-member		0.57895
Fraud-provider		0
Pharmacy		0
Behavioral Health		0
ID Card		0
Other		0
Total	0	0

TOTAL Grievances	20	1.05263
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